

- ☑ General Mazick heads to AFRC soon; Colonel Farris to assume command of 439th AW (back)
- ☑ Memorial wall in Hangar 3 honors those lost in Operation Iraqi Freedom (back)
- ☑ Total reservists activated as of this week: 934



*photos by*  
**SSgt. Andrew Biscoe**

**OPEN ARMS** - Clockwise, SMSgt. Glenn Brault, wing finance office, gets a big welcome home hug on July 5 from his daughter, Samantha, while Maj. Christopher Kreig, 439th Airlift Control Flight, hugs his family, and TSgt. Gary Sanderson, ALCF, holds his son Matthew. Brault, Kreig, and Sanderson were part of a 14-member Patriot Wing team deployed to Baghdad International Airport since April that also included two reservists from wing intelligence. The team was assigned as the Tanker Airlift Control Element (TALCE) at the airport. Brault's return home marked the end of his back-to-back deployments for Operations Noble Eagle and Iraqi Freedom. He was first activated in November 2001.

## Passenger Services rolls out first class red carpet for visitors

by **MSgt. Tom Allocco**

From the beginning, the men and women of Passenger Services promised that everyone coming through their Westover Passenger Terminal would fall into the same travel category -- red carpet, first class. It's a promise they keep every day, starting even before passengers get off their plane and continuing through the final farewell wave.

The Westover Welcome starts with a briefing on the airplane by Passenger Services telling passengers where they are (90 miles from Boston, 120 miles from New York City), the local time and current temperature. The next step is to check for passengers who need special attention, those on emergency leave or special physical needs.

Attention to detail can make the difference between a comfortable passenger and calamity. Just ask the soldier who arrived here on emergency leave and had only minutes to spare to make his connection at Bradley. He got first class treatment. "Transportation went right to the flight line to pick him up to take him to Bradley to catch his flight," said TSgt. Tom White. "I called Tim (MSgt. Tim Williams), he called Transportation. The system is working," he said.

That's the way they like to do business

in Passenger Services. "Anything you do in life, you like to treat people the way you'd like to be treated," said Williams, Passenger Services NCOIC.

The aerial porters and Services people have themselves served overseas over the years. They know the stress of being away and have seen it in the faces of those who pass through their passenger terminal. That's a motivator to keep passengers moving to their destination.

"Every minute, every day counts when you haven't seen your wife and kids for three months, six months. You don't want to spend a day more on the plane or here. Everybody wants to get home," Williams said.

White remembers the two Army sergeants major who were recently standing in the Passenger Services office talking. "The day before they had been dodging bullets in Baghdad. Tim and I just let them talk. We were looking at each other. They were thankful to their higher power to have made it back alive," White said.

"One said, 'Man, I'm happy to be back home,'" Williams said.

"Recently a guy was in Baghdad the day before and very thankful to see trees, to be back in the U.S.," White said. "It's very rewarding, but I think our job is really to get

these people home to their family, to their loved ones... take a break from the war," he said.

The best times in the passenger terminal are when Westover members return from the AOR. "That day, our troops came home, everyone was out greeting them. I'll never forget one of the little boys running up to his daddy. I don't think there was a dry eye in this place. He'd been gone maybe six months.

"It was busy that day. We didn't have time to reflect. But I remember that image of that little boy hugging his dad," White said.

He remembers the soldier who was trying to get back to Kuwait following emergency leave. "He had just buried his father. He showed up all flustered, he had been stuck in traffic. I got him on his way with all his gear. The mission is far from over over there," White said.

Making it happen is a team effort. "I depend on every office. They come through tremendously... I feel support from the wing commander (Brig. Gen. Martin M. Mazick), to Maj. Thomas Clark (42nd APS commander) to CMSgt. Bruce Westcott (ATOC supervisor) to the lowest airman first class," Williams said. The night shift is headed by MSgt. Fred

*(continued on next page)*

**439th AW MISSION: Actively support national objectives on a global scale with ready, mobility forces**

## Passengers...(From page 1)

Williams. MSgt. Tony Borrelli is NCOIC of the Services team.

When all the team members go into action, it is like a controlled explosion. "You've got to find out what their needs are. Who needs what...have Transportation go to Bradley. Get bags off the planes, get people into different groups...bus, commercial, military flights. We have to ask how we are going to get people there...everybody helps out," Williams said.

For commercial plane tickets, he calls Omega on base. For arrangements with the Dining Hall, Lodging, he relies on MSgt. Barbara Hall of Services.

Although she had never worked in a passenger terminal before, Hall hit the ground running, working with as many as eight emergency leave travelers in one day. "I have to tip my hat to each and every one of the Services members," Williams said.

Passengers may get off the plane tired or impatient to get home, but first class Passenger Service and the red carpet Westover Welcome helps ease their minds.

"People who come up here to Westover have no idea of the welcome. They never had a welcome like this. They are totally amazed that they have everything they need," Hall said.

"They're greeted with flags, the grill, they get USO hugs. They calm down, despite what they have gone through. When they have ice cream and hog dogs in hand, they get free phones, their attitude improves quickly," Williams said.

### Pat Stats

Served since Feb. 2, 2003

8,487 passengers -- 2,731 aircraft  
30,954,049 pounds of cargo

Info from MSgt. Jim Garrity, 42APS

17,434 hot meals served

Box lunches: 5,063

Info from MSgt. David Beauregard, 439SVS

Fuel since Feb.1

17,948,283 gallons of JP-8

Info from Jim Maloney, Fuels

**PATRIOT**  
*express*

(EDITOR'S NOTE: Security guidelines prohibit using deploying reservist's last names)

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**FOR THE HEROES -** MSgt. Robert McGraw, 439th Mission Support Group career advisor, explains the memorial wall honoring fallen members of the U.S. military, to a group of visitors in Hangar 3 on July 3. The wall, which includes the Code of Conduct, recognizes those who have been killed in action in Operation Iraqi Freedom.

-- photo by  
MSgt. W.C. Pope

## General Mazick to be assigned to AFRC

Brig. Gen. Martin M. Mazick, who led the 439th Airlift Wing through Enduring Freedom and Iraqi Freedom, will soon accept a position at Air Force Reserve Command headquarters. Mazick is to be succeeded by Col. Wallace (Wade) W. Farris, commander of the 914th Airlift Wing, Niagara Falls, N.Y. A formal change of command ceremony will be scheduled when plans are finalized.

Mazick took command of the Patriot Wing in March 1999 after serving as commander of the 507th Air Refueling Wing, Tinker AFB, Okla.

Under Mazick's leadership, the Patriot Wing earned the Outstanding Unit Award for exceptional performance from 1999-2001. Since the 9/11 Attack on America, the 2,500 members of the wing have served in support of Enduring Freedom and Iraqi Freedom, including deployments to Iraq, Afghanistan and Europe.

Beginning in February, Mazick led the Patriot Wing in air bridge operations in which

more than 2,700 aircraft and 30 million pounds of cargo moved through Westover. Mazick pinned on his brigadier general's stars here last December.

Farris has served as commander of the 914th AW since January 2000. A native of Tuscaloosa, Ala., he is a command pilot with more than 8,200 flying hours, including the C-141 and C-130.

While on active duty, he had a variety of assignments as an instructor pilot and flight examiner at Craig AFB, Ala., and Mather AFB, Calif. He flew the C-141 Starlifter at McCord AFB, Wash., and served as a Squadron Officer School instructor at Maxwell AFB, Ala. and executive officer for the commandant. In 1986 he joined the Air Force Reserve and was assigned to the 446th MAW (Associate), at McCord.

He holds the Southwest Asia Service Medal and Kuwait Liberation Medal. Before going to Niagara Falls, Farris served as chief of programs at AFRC Headquarters, Robins AFB, Ga.



Mazick



Farris

### Express-ions

